

Aging Issues

A PUBLICATION FOR NEW HAMPSHIRE'S OLDER CITIZENS

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NH Delegates to the 2005 White House Conference on Aging: Clockwise, from top left: Paul Forte (Lebanon), Todd Ringelstein (Center Harbor), Barbara Salvatore (Bedford), Dr. Stephen Gorin (Plymouth), Stephen Mathieu (Manchester), Rep. Mary Griffin (Windham), Arlene Kershaw (Manchester), Juliana Bergeron (Keene), and Meghan Brady (Merrimack). Not pictured: Dr. Stephen Bartels (Lebanon)

NH Delegates Preparing For White House Conference

■ By Margaret Morrill

New Hampshire's delegates to the 2005 White House Conference on Aging (WHCoA) will soon be heading to Washington for this event, which will take place on December 11-14.

The 2005 WHCoA is the fifth such conference in our nation's history, and 1200 delegates from throughout the country will vote on resolutions and develop implementation strategies that will help the President and Congress shape aging policies for the next ten years and beyond.

Past White House conferences have helped contribute to the development of Medicare, Medicaid, the Supplemental Security Income Program, Social Security reforms, and other health and social service programs.

The theme for the 2005 WHCoA is "The Booming Dynamics of Aging: From Awareness to Action". The theme reflects the changing face of aging in America. The 2005 WHCoA is required by the Older Americans Act to focus on the interests and needs of current seniors as well as the 78 million baby boomers who will begin to turn 60 in 2006.

The delegates will be bringing New Hampshire's message to the President and Congress, but they will also be bringing back information to New Hampshire seniors to help them plan for the future.

Over the last several months, the delegates have been attending listening sessions throughout the State to hear from senior citizens, caregivers, and providers about what's most important to them. Issues run the whole gamut from housing and health care, to prescription drugs, transportation, tax breaks, the importance of creating livable communities, and more.

The delegates have also met with staff from Governor Lynch's office and from the NH Department of Health and Human Services. Jo Moncher, Chief of Community Relations for the DHHS Bureau of Community Based Care, who has attended meetings with the delegates, said they had identified two important themes.

"One theme is a need to develop a broad definition of long term care which will include all the things that mean quality of life for seniors: not just where they live, but how they live, including things like education, mental health and employment. The other theme is the importance of developing a new attitude toward aging in our society – one that will get rid of old stereotypes, foster a sense of purpose and encourage respect for elders and their abilities."

For more information about the conference and its outcomes, stay tuned to future editions of *Aging Issues*.

Celebrating New Hampshire's Family Caregivers

■ By Cathy Creapaux

All across the nation, November was proclaimed as Family Caregiver Month. Who are family caregivers? Family caregivers are New Hampshire's invisible workforce, 100,000 strong and growing every day.

They are not out there marching and waving flags and demanding their rights. Most of them are too tired to make a fuss.

The people I'm talking about are not paid professional caregivers, but they are the spouses, the partners, the sons or daughters providing day-to-day care for a family member who could not manage to stay at home without them. Every day they cook the meals, clean the house, manage medications, pay the bills, make endless phone calls and take time off from work (if they haven't already left their jobs) to drive their loved ones to doctor's appointments. Some caregivers assist with bathing and helping the ones they care for to the toilet, and/or they have loved ones who are wheelchair bound or bed bound.

Many family caregivers assist relatives with serious health conditions, including Alzheimer's disease and they know only too well

the challenges of around the clock supervision. One such caregiver is John Costa.

John cares for his mother Hilda Pinnelli, who is 88 years old. According to John, Hilda used to be a "ball of fire" who was extremely active in her church and bingo program for over 20 years after her retirement from the donut shop that she and her husband ran in Massachusetts. She loved to travel and was very sociable and outgoing.

Then things changed. In 1998, after her husband died, things started to go downhill for Hilda and the dementia set in. Since then, John has been doing his best to help her. For the past seven years, he has struggled with coordinating

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Hilda Pinnelli and her son John Costa enjoy a turkey dinner in this 2001 photo.

Three More Resource Centers Launched

Three more ServiceLink Resource Centers will begin operating as of January 2006.

ServiceLink Resource Centers in Belknap and Strafford County were implemented in 2004. Additional pilot sites will now be located in the Monadnock Region (Keene), Merrimack County (Concord) and Hillsborough County (in both Manchester and Nashua).

ServiceLink Resource Centers are intended to be single and accessible entry points in the community where, regardless of income, people can access and learn about long-term supports. Information and assistance in accessing these supports will be provided free of charge to elders, persons with chronic illnesses and disabilities, family members and others.

The Centers will also be a resource for health and long-term support professionals and others who provide services to the elderly and to people with disabilities, including family caregivers.

The Resource Centers do not duplicate existing programs, but rather build upon and integrate existing programs in a way that provides easier access for consumers. This includes streamlining the clinical and financial eligibility process for Medicaid long-term support benefits.

Here are the highlights of what ServiceLink Resource Centers have to offer:

- ◆ Face-to-face assessments conducted by a nurse in order to determine eligibility for Medicaid;
- ◆ Help in navigating the financial eligibility processes for Medicaid benefits;

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Greetings!

As the holiday season approaches, I would like to extend best wishes to all our readers, and wish you good health and happiness in the New Year. A big "thank you" to all those who have contributed articles and photos; to the State Committee on Aging for their guidance and participation; the Area Committees on Aging for their assistance and support; and especially to service providers and caregivers for all you do for seniors!

Jo Moncher, Executive Editor, *Aging Issues*

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COMMISSIONER'S CORNER



COMMISSIONER JOHN A. STEPHEN

Of the many issues that face seniors today, the one I hear about most often is that of quality of life. Seniors are healthier and living longer now more than ever and issues that impact their well-being are moving to the forefront, especially as we see the number of elders increasing as our demographics shift.

The Department of Health and Human Services understands the importance of these issues to our seniors and I have created two groups to look at these issues and work to improve the quality of life for seniors across New Hampshire. DHHS is committed to taking the steps necessary to ensure that the golden years are truly enjoyable and rewarding.

The first group the Department has convened is our Elder Abuse Advisory Council. With the dramatic rise in reported incidents of elder abuse across New Hampshire, I feel it is critical that we need to come together as a state to look at how we can protect our seniors from abuse, neglect and exploitation.

Our Advisory Council is comprised of legislators, representatives from law enforcement, health care, and the legal system, DHHS staff and others looking to come together to find solutions. The group has met several times and has already begun to develop strategies that will raise awareness of this issue, improve training opportunities and review criminal penalties for those who perpetrate elder abuse.

I have to admit that the success of this group's effort was beyond any hopes I had when I formed it. The members have been intensely focused and strongly determined. We intend to leave no doubt that New Hampshire will not accept the harming and exploiting of our seniors and the punishment will be severe.

We also want to increase communication and outreach so elders can feel comfortable reporting abuse and everyone who works or comes in contact with seniors knows exactly who to contact if they see abuse happening. I am thrilled by what I have seen so far and look forward to implementing the recommendations of this group.

The other initiative that DHHS is engaged in to strengthen the quality of life for seniors is the (aptly named) Quality of Life Awards. The State Committee on Aging has joined DHHS in creating these awards and I want to thank them for their commitment in this area that is important to many seniors in New Hampshire.

The goal of these awards is to acknowledge and reward publicly those nursing facilities that care for their residents in a way that enhances quality of life. I have visited many nursing homes as Commissioner and I am impressed with the quality of care at some of these facilities in New Hampshire as well as the commitment and dedication of the staff. It is important that DHHS fully inspect and investigate any complaint we receive regarding quality of care, but we believe it is also just as important to express the good work of those who do an excellent job and truly help their residents enjoy the time they spend there.

In developing the criteria for these awards, we will consider what are the key quality of life indicators and how they will be evaluated for each facility. Because what people consider important for quality of life will differ, we will create several categories of awards to recognize distinct areas where the various nursing homes excel.

Additionally, DHHS and SCOA will confer the "Golden Dome Quality Award" each year to the facility with the best overall quality of life rating, as determined by a Quality of Life Committee. We hope that this becomes a prestigious award and gives all nursing homes an incentive for every facility to monitor quality constantly and improve themselves and the care they offer their residents.

While these are two steps to improve the quality of life for seniors, we know that there are many more. That is where we need your help and your input. We want to know where you feel our efforts, at the Department of Health and Human Services, the State Committee on Aging, and the State itself, should be directed to making the quality of life for seniors better.

That's why we are asking you to send us your thoughts as to how we could consider ways to improve quality of life. Please send any ideas you have to Jo Moncher, who handles Community Relations for our Division of Community Based Care Services, at JAMoncher@dhhs.state.nh.us by email or to Jo at the Department of Health and Human Services, 129 Pleasant St, Concord, NH 03301 by postal mail.

We look forward to hearing your suggestions. DHHS is committed to continually improving ourselves and we could use your feedback. Quality matters, and we are working to find ways to make all seniors' lives better.

Elder Abuse Advisory Council Takes Action

By Margaret Morrill

The Elder Abuse Advisory Council is taking action to help improve the protection of New Hampshire seniors.

This Council was established earlier this year by DHHS Commissioner John Stephen. The mission of the Council is to improve the protection of New Hampshire seniors from abuse, neglect and exploitation by increasing public education and awareness; developing resources, supports and services; improving community relations; and examining and recommending legislation.

The Council is co-chaired by Marguerite Wageling, Hillsborough County Attorney and Jo Moncher, Chief of the Bureau of Community Relations for the Division of Community Based Care Services at DHHS.

The Elder Abuse Council includes five subcommittees:

Community Education, Awareness and Prevention; Law Enforcement Partnerships, Protection and Safety; Legislation; Adult Protective Services – Training, Tools and Supports; and Grants, Sponsorship and In-Kind Support.

Council activities to date include:

A public education campaign being launched by the Community Education, Awareness and Prevention Subcommittee to help people better recognize and understand the signs of elder abuse, the responsibility to report it under the Adult Protection Law, and where to get help.

As part of this effort, Subcommittee members have developed a poster, a brochure and a business card containing information on where to report elder abuse. The new materials, designed in eye-catching colors, will be introduced and distributed early next year.

The education campaign will also include using newspaper articles, TV and radio spots to publicize information about elder abuse, and legislators will be invited to do public service announcements on this issue. Outreach is also planned to service providers, businesses, family caregivers, and senior groups.

Proposed legislation. The Legislation Subcommittee is proposing two bills for consideration during the upcoming session:

One bill would establish a separate legislative committee to study the benefits of conducting a statewide review of all unanticipated fatalities and incidents of serious injury to incapacitated adults, and to individuals aged 60 and older.

In State Fiscal Year 2005, there were 2,222 reports of alleged abuse, neglect, exploitation and self-neglect of incapacitated adults aged 18 and older, a 92-report increase over 2004. Of the reports received, 1,450 involved alleged victims who were 60 years of age and older.

The second bill would limit public access to documents filed in certain proceedings before the Probate Court. Currently, when an individual's estate is being probated, anyone can ask to see a list of the individual's assets. However, if this bill passes, access would be limited to requestors who can demonstrate good cause as to why they should have the information. If good cause is demonstrated, the requestor would receive only the specific information needed; for example, an interested buyer of real estate

would be provided with the identification, location and title derivation of real estate without being informed of its appraised value.

A resource guide for law enforcement officers. The Law Enforcement – Partnerships, Protection and Safety Subcommittee has developed a two-sided, laminated card as a quick resource for police officers who are first responders in a situation involving abuse, neglect or exploitation. The card lists telephone numbers of key agencies that can be of assistance, such as the Bureau of Elderly and Adult Services (BEAS), the Department of Justice's Consumer Protection and Antitrust Bureau, NH Legal Assistance and NH ServiceLink. The card also contains a list of other factors for law enforcement officers to consider when responding to elder abuse situations.

This Subcommittee is also working on a training curriculum for police officers on how to deal with elder abuse. This will eventually be presented to the NH Police Standards and Training Office for their consideration.

Training and staff support. The Adult Protective Services – Training, Tools and Supports Subcommittee is examining what kinds of ongoing training and supports are needed by BEAS Adult Protective Services (APS) workers who receive, investigate and intervene in reports of abuse, neglect, exploitation or

self-neglect, and coordinate protective services. This Subcommittee is focusing on three goals as follows:

A survey is underway which is aimed at helping the Council better understand how APS workers provide services to their clients on a daily basis. This survey should also assist APS staff in demonstrating their needs and job functions.

Dealing with elder abuse is complex, and frequently involves legal or ethical issues, including how to assure a person's safety while respecting their right to make their own decisions. Resources and services may be limited. Victims often have multiple needs, and other factors may enter in, e.g. patterns of family violence, mental illness, and/or alcohol or drug misuse. Therefore, ongoing training and support are critical components for APS workers in providing services to this population.

Another topic being discussed by the Subcommittee is the proposed Elder Justice Act. If passed by Congress, the Act would provide for national coordination of elder abuse prevention efforts, provide federal dollars

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SCOA Welcomes New Members

The State Committee on Aging (SCOA) welcomes two new members, Donna Woodfin (Concord) and Timothy Gormley (Bow).

DONNA WOODFIN has had extensive teaching experience and, while based at the Belknap-Merrimack Community Action Program, served as the NH Headstart Advocacy Director (1976-1978). From 1978-2002, she was the Executive Director of the Disabilities Rights Center, Inc (Concord, NH) where she was responsible for administering six federal Protection and Advocacy Programs for persons with disabilities. Since retirement, Woodfin continues to assist with program development and other special projects at the Center.

Commenting on what she hopes to do as a SCOA member, Woodfin said, “I am interested in systems that support our citizens in need, whether a child with a disability, a homeless family or an elder with a serious health challenge. All need independent advocates to counter fiscal and political pressures that too often undermine policy and good intentions. I hope to join others who are giving an independent voice to the many older citizens who are unable to speak for themselves.”

Woodfin is a member and former chairperson of the Long Term Care Ombudsman Advisory Committee, and a recent past member of the Board of Directors of the Belknap-Merrimack Community Action Program. She is also a Cardiac Peer Mentor at Concord Hospital.

Woodfin has three grown children and three grandchildren.



TIMOTHY GORMLEY has spent a lifetime as an educator, teaching and administering at every level of the public school system. Prior to retirement, he was a school superintendent in both Maine and New Hampshire. He has held leadership positions in several professional organizations related to education, and is a lifetime member of the National Education Association.

Gormley says that some of the issues that concern him the most are the importance of health care and safety for people of all ages and stages of life, and that he continues to have a strong interest in education. In addition to his work with SCOA, he volunteers with AARP, is a member of the American Legion, and a member of the Board of Directors for the Northeast Healthcare Quality Foundation.



Gormley and his wife Geri, who teaches at Merrimack Valley High School in Penacook, NH, have been married for 40 years. They are the proud parents of two sons: one is a radiologist at the National Naval Medical Center in Bethesda (MD) and the other is an attorney living in Annapolis (MD).

Federal Grant Increases Support For Community-Based Care

The Centers for Medicare and Medicaid Services (CMS) have awarded New Hampshire a Systems Transformation Grant of \$2,066,699.

The grant was awarded in September 2005 to the NH Department of Health and Human Services, who will administer it in conjunction with the University of New Hampshire, Institute on Disability.

There is also a Systems Transformation Work Group, consisting of stakeholders who will work with DHHS to implement the grant. The work group is chaired by Richard Kellogg, Director of the DHHS Division of Community Based Care Services, and Beverly Arel, who co-chairs the Manchester Regional Committee on Aging.

The grant will be used to enhance the ServiceLink Resource Centers network, support the comprehensive medical assessment for those seeking long-term care under the State’s Medicaid program, as called for in House Bill 691, and support infrastructure development for home and community-based care.

“This is great news for the seniors of New Hampshire,” said John Stephen, Commissioner of Health and Human Services. “This funding will provide the basis for a number of the steps to improving the infrastructure for home and community-based care across the state and strongly supports our GraniteCare initiative. We are committed to allowing seniors to be able to ‘age in place’ in their communities. I want to thank CMS for recognizing the importance of assisting us in this effort.”

The ServiceLink Resource Center model, which was initiated last year in Belknap and Strafford Counties, is being expanded (see the article on page one of Aging Issues) and will offer a range of services and counseling for seniors including information about Medicare Part D.

“The legislature has made it clear that we want more seniors to be able to stay in their homes and communities,” said Representative Peter Batula, Chairman of the House Health, Human Services and Elderly Affairs Committee and the Health and Human Services Oversight Committee. “We know that means improvements to New Hampshire’s infrastructure and this grant moves us in the right direction. I am pleased to see that we will be able to offer information and counseling to more seniors so that they can make better decisions about their care.”

On November 9, John Stephen, Commissioner of the NH Department of Health and Human Services (DHHS), presented awards to 15 residential care facilities. These facilities have been determined by the DHHS Bureau of Health Facilities to be free of deficiencies and complaints for three consecutive years. The award ceremony took place during the annual conference held by the NH Association of Residential Care Homes in Concord.

Facilities receiving the award included: Carlyle Place, Crossroads Farm, Four Winds Community, Inc. – Columbia House, Granite Ledges of Concord, The Inn at Deerfield, Langdon Place of Nashua, Laurel Place, Maple Hill Community, Pillsbury Home, The Pines of Newmarket, Prospect Place, Rosewood Manor, Silver Maples, Sunbridge Care and Rehabilitation for North Conway, and Sunbridge Care and Rehabilitation for Wolfeboro.

Pictured above: Some of the representatives from facilities that received the award. In front, left to right: Eleanor Hakey, Marsha Roy. Second row, left to right: Douglas McNutt, Administrator, Bureau of Elderly and Adult Services Jeanne Donohoe, Lisa Fernald, Sylvie Cotnoir, Georgette Batchelder, DHHS Commissioner John Stephen.



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targeted for elder protection work, and would create dual offices of Elder Justice both in the U.S. Department of Health and Human Services, Administration on Aging, and in the U.S. Department of Justice.

Identifying sources of financial support which will help the Elder Abuse Advisory Council to fulfill its mission to improve protection of New Hampshire se-

niors. For example, the Grants, Sponsorship and In-Kind Support Subcommittee is working with organizations who may be willing to donate funds to help pay for new educational materials on preventing elder abuse. Another possibility is developing an emergency fund to assist victims of elder abuse who have critical needs.

WHAT IS ELDER ABUSE?

Victims of adult abuse are often in frail health and unable to protect themselves or care for their own needs. Abuse can take multiple forms: hitting, yelling, unreasonable confinement, neglecting a person’s needs for food, clothing, shelter or health care, misappropriating money or property, and/or sexual contact or interaction without a person’s informed consent.

Some elders also neglect their own needs for food or medical attention or live in unsafe conditions.

The Adult Protection Law (RSA 161-F: 42-57) requires that anyone suspecting or believing in good faith that an incapacitated adult has been abused, neglected, exploited or is self-neglecting, must report this to the NH Department of Health and Human Services, Bureau of Elderly and Adult Services.

“Incapacitated” as defined in RSA 161-F: 43, VII, means “that the physical, mental or emotional ability of a person is such that he is unable to manage personal, home or financial affairs in his own best interest or he is unable to act or unable to delegate responsibility to a responsible caretaker or caregiver.”

Once a report is made, BEAS investigates, determines whether the report is founded (substantiated) and when necessary, offers services to protect the adult.

The investigations done by BEAS are civil, not criminal investigations and stress finding a remedy, rather than prosecution. However, the Adult Protection Law requires that situations involving serious bodily injury or possible criminal activity must be referred by BEAS to local law enforcement, the Department of Justice or the County Attorney.

To make a protective report, call the District Office in your area, or if you cannot reach the District Office, call the BEAS Central Office at **1-800-949-0470** (if calling from within NH) or **603-271-7014** (if calling from outside NH).

AGING ISSUES

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www.dhhs.state.nh.us/DHHS/BEAS

Send news items or other correspondence to NH BEAS, 129 Pleasant St., Concord, NH 03301-3857, Attn: Margaret Morrill for *Aging Issues*, or email: **mmorrill@dhhs.state.nh.us**

The Law and You

The following question and answer is provided courtesy of Judith Jones, Directing Attorney at the Senior Citizens Law Project, NH Legal Assistance.

Q: *I want to know about my voting rights. I have always voted at the local high school in my hometown. I just moved to a nursing home in a bigger city and I want to make sure that I am able to vote.*

A: Since you recently changed your residence, you will need to register to vote in the city where you now live. You can do this in person with the city clerk, but if it is more convenient, you can register by completing an absentee voter registration form. This form is available from the city clerk or from the Office of the New Hampshire Secretary of State. The address for the Secretary of State is:

New Hampshire Secretary of State, Election Division
State House, Room 204, Concord, NH 03301
Telephone: 271-3242 (603)

Once you have registered to vote, you can decide if you want to go to the polls to vote or whether you want to vote by absentee ballot. Polling locations are required to be accessible to individuals who are elderly or who have a disability. If you believe that your voting rights have been violated, you can contact the Office of the Attorney General at **1-866-868-3703**.

If you decide to vote by absentee ballot, you will need to request an absentee ballot from the city clerk. The law allows a person to vote by absentee ballot for certain reasons, including a physical disability which would prevent the person from getting to the polls. Most nursing home residents may well meet this criteria, but residents who have questions about voting by absentee ballot should contact the city clerk or the Secretary of State's Office.

Your completed ballot must be received by the clerk prior to 5:00 p.m. on the day of the election. City and town clerks do not maintain lists of prior absentee voters, so you will need to request an absentee ballot prior to each election.

If your nursing home is certified by Medicare or Medicaid, it is required to ensure that your civil rights are protected. Under federal law, each nursing home resident has the right to exercise his or her rights as a citizen or resident of the United States and to be free from interference, coercion, or discrimination in exercising those rights.

If you have more questions about your voting rights as a resident of a nursing home, you can make an appointment to speak with an attorney through the Senior Legal Advice Line (see below).

Through its Senior Citizens Law Project, NH Legal Assistance (NHCLA) provides free referrals, telephone, brief services and representation to seniors. To access the project, call NHCLA's Senior Advice Line from 9:00 am - noon and 1:00 - 4:00 pm Monday through Friday. Toll-free number: **1-888-353-9944** or in Manchester only, **603-624-6000**. TTY: **1-800-634-8989**.



On September 15, DHHS Commissioner John Stephen (right) cut the ribbon for a new gazebo for the Day-Out Program at Connecticut Valley Home Care Center in Newport (NH). The Day-Out Program provides a structured, supervised environment for individuals who need daily support as a result of illness or injury.

The gazebo will enable the program to provide stimulating social, therapeutic and recreational activities. In addition to health monitoring and treatment services, the Day-Out Program also enables participants to enjoy crafts, gardening, music, dancing, baking, and field trips. From left to right: Sullivan County Commissioners Donald Clarke, Ben Nelson and Ethel Jarvis; Carla Skinder, Director of Connecticut Valley Home Care; and DHHS Commissioner John Stephen. Photo: Jon Woodhull

You CAN Reduce Your Risk Of Falling

■ By Rhonda Siegel

Are you aware that every year, one out of three older people in New Hampshire suffers a fall? Falls are the leading cause of injury deaths for people 65 and over. Some falls are beyond our control. However, there are certain things you can do to reduce your risk of falling. "You CAN Reduce Your Risk Of Falling", is a public information campaign by the New Hampshire Falls Risk Reduction Task Force designed to let people know of their risk of falling and how to reduce that risk.

There are certain factors that can increase your risk of falling, such as leg weakness and problems with walking and balance. These problems can be addressed by appropriate exercise. Exercise may be the most crucial component in reducing your risk of falling. However, before starting a new exercise program, please be sure to check with your physician or other health care provider.

Exercise programs that have been shown to be most effective in reducing the risk of falling have these qualities in common:

- ◆ The exercise focuses on improving balance and gait (the way you walk) and increasing leg strength;
- ◆ The exercise must be done regularly, at least 2-3 times weekly;
- ◆ The exercise must be of an intensity that is high enough to safely challenge balance and strength limitations; and
- ◆ The exercise program is one that provides group social support or, if an individualized program, fosters and supports continuation of the exercises through goal setting, self-monitoring of progress and self-reinforcement.

Studies have shown two types of exercise programs to be most effective in reducing falls: one is T'ai Chi and the other is an exercise program that incorporates resistant strength and balance exercises. T'ai Chi focuses on slow, controlled movements that increase strength and range of motion of the joints, and improve balance, and postural alignment. Resistive strength training can be done with elastic exercise bands or weights.

Remember that it's important to choose a physical activity that will help to reduce your risk of falling, but will also match your ability and needs. Consult with your health care provider, who has the knowledge and skills to evaluate your physical mobility and make appropriate recommendations.

You CAN Reduce Your Risk Of Falling. While the risk of falling increases as you age, there ARE ways you can reduce your risk of falling and remain independent. For more information, please call the NH Falls Risk Reduction Task Force at **1-877-783-0432**.

Rhonda Siegel is employed in the Injury Prevention Program at the NH Department of Health and Human Services.

News From The Mews: *An update on the Area Committees on Aging*

■ By Robert Montgomery

The Senior Successability Program, an annual activity of the **Manchester Regional Committee on Aging (MRACOA)**, has become one of Greater Manchester's most significant events. This daylong event offers Greater Manchester's community leaders the chance to understand the challenges that seniors and persons with disabilities experience in getting around and accessing services.

The award ceremony described below has also gained a highly positive reputation because of the impact it makes on the entire Greater Manchester community.

This year, the awards ceremony, co-sponsored by the Easter Seals Seniors Count Program, was held on Wednesday, October 26, at the brand-new William S. Cashin Senior Center in Manchester. Opening remarks were made by the Honorary Chairman, State Senator Lou D'Allesandro, followed by Beverly Arel, MRACOA Co-Chair, and Bernadette Seifert, Community Liason Director for the Seniors Count Program.

The awards were given in 10 categories of activities that promote a better, safer, and more comfortable lifestyle for senior citizens. These included:

- Senior Independence – The Caregivers, Inc.
- Community Health Care – SMC Parish Nurses Program
- Government Leadership – City of Manchester
- Municipal Leadership – Bedford (NH) Town Council
- People's Choice- Hannaford's Supermarkets
- Senior Service Excellence – Claire Dachowski, Director, William S. Cashin Senior Center
- Senior Advocacy – Robert Montgomery
- Senior Health Care – George Pressley, Director, Meds of Manchester
- Public Service – Attorney Robert E. Raiche and Louis Craig, Director of Serenity Place

Press Award – Madge Sandmann, Senior News Editor, Manchester Union Leader

COLUMNIST'S NOTE: Because I was one of the groundbreakers when MRACOA was founded nearly nine years ago, I was deeply honored to receive the Committee's advocacy award. As I stammered my acceptance remarks, it made me feel guilty to accept special recognition for something that brings such joy in the doing. The major impact that the Successability Program has had on the city of Manchester might be an incentive for other ACOAs to generate a similar program in their area. If so, I urge you to contact Beverly Arel, Co-Chair of the Manchester event, who will not only be happy to provide notes about a startup, but may also be willing to visit your committee to provide tutoring. If you're interested, you can email Bev at **blarel@comcast.net**

The Belknap Area Committee on Aging helped sponsor the fourth annual Senior Wellness Festival, held on October 14th at the Winnepesaukee Exposition Center in Laconia. This event was attended by approximately 300 seniors, and featured numerous exhibits and workshops on various topics, including Medicare Part D, identity theft, fire safety, consumer debt/bankruptcy, and "Caregiving 101." The guest speaker was Ann McLane Kuster, author of *The Last Dance*, a tribute to Kuster's mother, former NH State Senator Susan McLane, who died of Alzheimer's Disease. Other key sponsors of the Wellness Festival included ServiceLink of Belknap County, Community Health & Hospice, the Belknap-Merrimack Community Action Program, LRG Healthcare, the Taylor Community, and NH Legal Assistance.

On Friday, October 28, a groundbreaking ceremony was held in Northwood (NH) for a 31-unit, affordable apartment complex for senior citizens. The apartment com-

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From The Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman (OLTCO) recently conducted a class for Certified Ombudsman Volunteer Representatives. These volunteer candidates attended a twenty-five hour class on resident advocacy and problem solving techniques. Six new volunteer candidates are now being provided with one-on-one guidance by experienced volunteer preceptors in their assigned nursing home or assisted living facility.

Preceptors support the new volunteers in their role for at least the first ten hours at the new facility or until the new volunteer is comfortable in his or her role. After precepting is completed, volunteers meet every six weeks for continuing education, and support is always only a phone call away.

Volunteers support the OLTCO staff in their mission by visiting long-term care facilities on a regular basis, helping to identify and resolve problems that residents may have, and advocating for the rights, safety and well-being of residents. Potential candidates for our next Certified Ombudsman Volunteer Representative class can explore this opportunity or sign up for the class by contacting Darlene Cray, Volunteer Program Coordinator, at **603-271-4396**.

Information is also available on the web at: <http://www.dhhs.state.nh.us/DHHS/OLTCO/LIBRARY/Brochure/volunteer.htm>

Medicare & You

Dear HICEAS:

I heard that we can choose from more than 40 different Medicare drug plans. How do I decide which one will be good for me?

Signed, Mrs. R., Claremont, NH

Dear Mrs. R: There are several ways to learn about the Medicare drug plans:

You can call Medicare's toll free number (**1-800-633-4227**) or, if you have a computer, you can visit www.medicare.gov and go to the program: "Compare Medicare Prescription Drug Plans". Another helpful website can be found at www.benefitscheckup.org

For personal and completely confidential assistance, you can call NH ServiceLink or HICEAS, the Health Insurance Counseling, Education and Assistance Service (see below) to make an appointment to meet with a Medicare Part D specialist.

Before talking with the Medicare Specialist, it would be helpful if you would make a list of all your medications, listing the most expensive ones first. Also, have ready the name and address of your favorite pharmacy (ies) where you like to shop.

You can reach NH ServiceLink by calling **1-866-634-9412** (toll-free) and HICEAS at **1-800-852-3388**.

Here's a quick review of some other key points:

- ◆ Prescription drug coverage will be available starting January 1, 2006 for all people with Medicare.
- ◆ This coverage will include both brand name and generic drugs.
- ◆ Insurance companies and other private companies will contract with the Medicare program to offer a choice of drug coverage plans to help with your drug costs, no matter how your prescriptions are paid for now.
- ◆ You must sign up for a Medicare prescription drug coverage plan to get this new coverage. Even if you don't use a lot of prescription drugs now, you should still consider joining a plan.

HICEAS is the NH State insurance program designed to answer your questions about Medicare. HICEAS is funded by a grant from the Centers for Medicare and Medicaid Services, and is administered by the DHHS Bureau of Elderly and Adult Services.

CAREGIVER MONTH

continued from page 1

everyday care tasks like bathing and dressing, which for a son is very awkward, and he has had to rely on help from his sisters and his girlfriend Debbie. Trying to hold down a fulltime job and care for his mother has been difficult. When I mentioned to John the early hours Hilda and her husband must have kept when they had the donut shop, he chuckled, "Yeah, she's still keeping the same hours."

John also has to deal with the role reversal experienced by many family caregivers. "I feel more like the parent," he remarked, "The biggest problem is the denial factor...that this isn't really my mother."

As fate would have it, John was laid off from his job this summer. Now finding himself in the job market after many years, the financial difficulties are starting to take their toll on him. In spite of this, John manages to keep his sense of humor, and there are still some good moments. His mom is always telling him that she loves him. Hilda adopted John and his sisters when he was 10 years old. John's feeling is that she gave them a life, and now he has chosen to return the favor.

As I mentioned earlier, there are more than 100,000 individuals across New Hampshire who are caring for a family member. Does that sound like a high number to you? Look around. Chances are, you know a number of people who are family caregivers.

Whether the care is being given out of love or obligation, the fact is, those who have a family member or friend caring for them are very fortunate. Too often we hear of seniors in this state who live alone, and who find it harder and harder to manage alone, but have no family members or friends who can help.

So, whether or not you choose to call yourself a family caregiver, to those of you who are there day after day caring for a family member, partner or friend, we dedicate National Family Caregiver's Month to you in recognition of your selfless work.

Self-Directed Personal Care Services

■ *By Peter Van Voorhis*

Choice and control are two of the things that aging and/or disabled individuals want the most. This was the impetus behind the passage of Senate Bill 324 in 2000, and the subsequent development of the personal care service within the Home and Community Based Care for the Elderly and Chronically Ill (HCBC-ECI) program.

Since the personal care service became available within the HCBC-ECI program, several providers that are either home health agencies or other qualified agencies have begun offering the service to people when BEAS has determined the services to be a necessary part of the support plan.

Personal care services differ from traditional home care services provided by licensed nursing assistants, in that a personal care worker may deliver a wide range of supports, including cooking, bathing, hair care, dental and oral hygiene, shaving, skin care, nail care, foot care, and dressing. The result is that individuals are better able to direct the services that help them to remain in their homes.

An example of this is the "Your Schedule—Your Worker," feature of the Personal Care Services Program offered by the Area Agency of Greater Nashua. The program provides "Self-Directed" services, helping individuals learn to select, train, and oversee their own support workers. People using this service report that they enjoy the program's flexibility and consistent services. The Area Agency of Greater Nashua currently offers services under this program in the Greater Nashua/Derry/Salem areas.

The program was launched in 2003 with a grant from Granite State Independent Living, a nonprofit organization that assists persons with disabilities living in New Hampshire. Today it is funded by BEAS when the service is included in an individual's support plan, and by individuals who pay privately for their services.

The Area Agency is certified by the NH Department of Health and Human Services, Bureau of Elderly and Adult Services as an "Other Qualified Agency" to screen, hire, pay, and insure workers who are supervised by the customers. At the heart of the program is the Personal Care Worker, who provides a range of essential support activities.

Individuals choose the person who will be their Personal Care Worker, and this person could be a friend, a relative (with the exception of a spouse) or other individual, which makes the program customer-friendly and highly reliable. The Area Agency will arrange a home visit to complete needed documentation and to develop a care plan. In many situations, the future worker is also present at the initial visit, so hiring/screening paperwork can be completed at that time.

A worker can be ready to deliver care in as little as two weeks. If an individual needs to find a worker, program staff can help with recruitment or provide a candidate from the Area Agency pool. After the worker is hired, the Area Agency completes regular follow-up with the individual receiving services to make certain the care plan is being fulfilled and to manage payroll.

In 1938, at the age of 16, Ralph Kelley was severely injured when he rescued two girls from a burning factory by helping them jump from a window. The girls received minor injuries from their jump, but Ralph broke several vertebrae and became a quadriplegic. In 1939, he was awarded the Carnegie Medal of Honor for his efforts. Since then, Ralph has had a successful life: owning his own business, marrying and raising a family. However, at the age of 83, Ralph was admitted to a nursing home due to medical concerns. Ralph wanted to return home and soon connected with a private Nashua Area Agency Case Manager, who was willing to help him to return home by developing a plan for receiving services. He couldn't have been more pleased.

In 2003, Ralph's Case Manager contacted the Personal Care Services Program at the Area Agency of Nashua and asked about hiring a worker for Ralph. At this time, Ralph continues to be the Managing Supervisor of all his personal care providers and has made all the decisions regarding his personal care. Though workers have come and gone, he has consistently been active in training each one in the way that he likes things to be done. "I like this program because workers can help me. I like to call the shots and make my own schedule according to what I want, and I can do that with Personal Care Services." His only suggestion? "Pay the workers more. They do a great job!"

Persons in the Greater Nashua/Derry/Salem areas who want to enroll in the Personal Care Services Program on a private pay basis can call Area Agency Elder Services at **603-459-2742**, and ask for Rosie Sampson, Personal Care Services Account Manager. Individuals being served by the HCBC-ECI program should discuss this service with their case managers to decide if it should be included in their HCBC-ECI support plans.

Peter Van Voorhis is the Vice-President of Community Services at the Area Agency of Greater Nashua.



Rosie Sampson, Personal Care Services Account Manager at the Area Agency of Greater Nashua, visits with Ralph Kelley.

If you know someone who is a family caregiver, please extend a hearty "thank you" to him or her by offering to run some errands for them or pick up a few groceries. You can also help by offering to stay with a loved one for awhile, enabling the caregiver to take a nap or a break. A little bit of help goes a long way!

For family members or friends who are caring for an elderly or disabled adult and are looking for helpful services or resources, call NH ServiceLink toll free at **1-866-634-9412** or the Bureau of Elderly and Adult Services at **1-800-351-1888, Ext. 5554**.

Cathy Creapaux manages the NH Family Caregiver Support Program at the DHHS Bureau of Elderly and Adult Services.

Calendar

State Committee on Aging Meetings

For information, call BEAS at (1-800-351-1888, Ext. 8772).

Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

Belknap – Third Tuesday of each month at 1pm, at varying locations

Carroll – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH

Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County) – Third Wednesday of each month at 9am, at varying locations

Coos – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations.

Grafton – Meets every other month, on the second Monday, at the Plymouth Regional Senior Center, Depot Square in Plymouth. Call the senior center at **603-536-1204** or email carolynw@nhsenior.com Next meeting: December 12. All meetings start at 9:30 am.

Greater Manchester – Third Thursday of each month, at 1:30 pm, at the William B. Cashin Senior Activity Center, 151 Douglas St., on Manchester’s West Side (Telephone: **603-624-6536**)

Greater Nashua – Last Wednesday of each month, at 1:30pm, at the Senior Activity Center, 70 Temple St. in Nashua (Telephone: **603-889-6155**)

Merrimack – Third Tuesday of each month, at 10:30 am, at varying locations

Rockingham – Third Tuesday of each month, at 10am, at the Rockingham County Complex in Brentwood. (Call **664-9827** for more information.)

Strafford – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester. For more information, contact the Committee Chair listed on page 8 of *Aging Issues*.

Sullivan (Sullivan/Kearsage Senior Advocates, covering Sullivan County and northwestern Merrimack County) – Second Tuesday of each month, at 9:30 am, at varying locations.

North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties) – Fourth Friday of each month, at 9:30 am, at varying locations.

RESOURCE CENTERS *continued from page 1*

- ◆ Face-to-face counseling for people considering nursing home admission, which will provide them with information on all care options, including community care options;
- ◆ Outreach to individuals recently discharged from hospitals to rehabilitation facilities;
- ◆ Information, needs assessments and supported referrals to long term supports, including but not limited to, meals on wheels, home health services, housing assistance, prescription drug information, transportation, financial planning, legal assistance, caregiver supports, residential and nursing facility care, respite care and more;
- ◆ Face-to-face meetings, assistance over the telephone or through Internet communications, and office appointments or meetings in a community or home setting; and
- ◆ Additional training and support for family caregivers.

In July 2006, ServiceLink sites in Carroll, Coos, Grafton, Rockingham and Sullivan Counties will transition into Resource Centers.

“One of BEAS’s goals is to have more seniors and adults with disabilities stay in their homes and communities,” said Doug McNutt, Administrator of the DHHS Bureau of Elderly and Adult Services. “Building on the New Hampshire ServiceLink Network to create ServiceLink Resource Centers will bring us closer to this goal. For the past two years, staff, community partners and the ServiceLink Resource Center Advisory Council have been working together on this initiative, and have been key to its successes. BEAS is excited to expand the Resource Center Model to other parts of the state.”

With A Little Help

Staying Connected When Your Loved One Needs Nursing Home Care

■ *By Dennis R. Hett*

As a caregiver, you have, no doubt, promised to do your best. As you care for your loved one at home, you have changed your schedule. You have learned new skills.

You may even have drawn closer to the person you care for.

Then, that person becomes ill. He or she spends time in the hospital. The doctor says that nursing home care is needed. Making the decision to enter a nursing home is not easy for your loved one or for you as the caregiver. Caregivers sometimes promise that they will do whatever it takes in order to avoid this option. And when the nursing home becomes the only choice, they feel pangs of guilt.

Do you really need to feel bad if you and your loved one accept the doctor’s advice in this case? Let’s talk it over.

Nursing homes now admit only those who clearly need this type of care. They only consider applicants who qualify for around-the-clock nursing.

Your first task, once your loved one enters a nursing home, is to stay connected. This will help the person adjust to the new surroundings. Bringing some special personal belongings (as space permits) such as photographs or a quilt can help him or her feel more at home.

Whether or not you’ve grown closer as you have cared for your loved one, your job now is to maintain and enjoy your relationship. Since you are no longer on call around the clock, you can now interact more easily with the person.

Next, get to know the staff. Direct care workers are among the most dedicated and compassionate people you will ever meet. You will honor them by listening to their stories and by showing interest in their work. Your interest and appreciation will also encourage them to maintain high standards of service.

Go out of your way to meet the housekeeping staff. These workers may interact with your loved one more often than anyone else in the facility, and on a very basic level.

If your loved one needs assistance or encouragement with eating, your help will be most welcome. One of the biggest challenges that nursing homes face comes at mealtime, when many residents need assistance at the same time. You will strengthen your relationship as you contribute to the quality care that the home provides.

Check out the calendar of activities and events posted at the nursing home and encourage your loved one to participate in the ones that are of interest. Talk about some fun things that the two of you could share during your visits. For example, you may want to bring in a special meal or snack, or watch a favorite TV program together.

Talk with your loved one and staff about special outings that you might take, like going to a restaurant or a concert or some other community activity.

Ask about ways that you can participate in activities or in the routines of the home. Some family members choose to volunteer their time by helping nursing home residents adjust to their new surroundings or by sharing their skills and talents.

Find out whether or not the nursing home has a family council, and consider attending meetings. Encourage your loved one to attend meetings of the resident council. Resident councils are usually organized

and managed to improve the quality of care and life for residents and to address concerns.

If your loved one has a problem at the nursing home, don’t hesitate to talk to the nurse in charge, or to the social worker or administrator. The staff may not know there is a problem until you talk with them. If things are not resolved, contact the Office of the Long-Term Care Ombudsman at **1-800-442-5640** (if calling from within NH) or **603-271-4375** (if calling from outside NH).

You have an important role to play when a loved one enters a nursing home.

When you understand that the home delivers a service that your loved one needs, you can enjoy your relationship and get to know the staff. You are contributing to the well-being of your loved one.

You **are** doing your best!

Dennis Hett is the Director of Hillsborough County ServiceLink (Manchester).

NEWS FROM THE MEWS

plex was developed by Southern NH Services with funding from the U.S. Department of Housing and Urban Development. This was good news for the **Rockingham County Area Committee on Aging** (RACOA) and other key stakeholders who have spent the last three years advocating for the project. During the planning process, the RACOA helped sponsor a public forum (August 2003) which gave everyone an opportunity to discuss environmental issues and other important concerns.

The Monadnock Senior Advocates (MSA) heard two views of “The Consumer Complaint Process” at

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their October 19 meeting. Roger Vachon, representing the Office of the State Long Term Care Ombudsman, and Rachael Ellsworth, RN, from the Cheshire County Medical Center, spoke about various types of complaints received at their offices, and the procedures for responding to these complaints.

Robert Montgomery is a member of the State Committee on Aging and the Manchester Regional Area Committee on Aging. He also writes a biweekly column, “View From The Hill”, which is published by Neighborhood News Publications. He lives in Goffstown.

By 2020, the number of New Hampshire citizens aged 65 and older will double from 163,615 to 332,178. People are living longer, and may be coping with complex care needs involving physical or mental illness or developmental disability. *Aging Issues* provides resource information to seniors living in both long-term care and community-based settings that will help them meet their care needs, live in dignity and safety, and as independently as possible. *Aging Issues* strives to keep pace with the changing needs of New Hampshire seniors and to recognize the valuable contributions they make to our State.

NH ServiceLink Network

Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information and supported-referral service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living. Call toll-free **1-866-634-9412** to connect with any ServiceLink site, or visit the website at **www.ServiceLink.org**

Site Location	Telephone*
Belknap County ServiceLink (Laconia)	528-6945
Carroll County ServiceLink (Chocorua)	323-9394
Coos County ServiceLink (Berlin)	752-6407
Grafton County ServiceLink	
Lebanon	448-1835
Littleton	444-4498
Hillsborough County ServiceLink	
Manchester	644-2240
Nashua	598-4709
Merrimack County ServiceLink (Concord)	228-6625
Monadnock (Cheshire County)	357-1922
ServiceLink (Keene)	
Rockingham County ServiceLink	
Portsmouth	334-6594
Salem	893-9769
Strafford County ServiceLink (Rochester)	332-7398
Sullivan County ServiceLink (Claremont)	542-5177

** All area codes are 603*

Bureau of Behavioral Health: Community Mental Health Centers

Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, call Todd Ringelstein, Administrator of Older Adult Mental Health Services at BBH, at **1-800-852-3345, Ext. 5094**. You can also call NH ServiceLink at **1-866-634-9412** to locate the CMHC in your area.

Location	Telephone*
Concord (Riverbend Community Mental Health)	228-1551
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services)	447-3347
Dover (Community Partners of Strafford County)	749-4015
Keene (Monadnock Family Services)	357-6878
Laconia (GENESIS Behavioral Health)	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.).....	448-0126
Manchester (Mental Health Center of Greater Manchester)	668-4111
Nashua (Community Council of Nashua NH Inc).....	889-6147
Portsmouth (Seacoast Mental Health Center)	431-6703
Salem/Derry (Center for Life Management)	893-3548

* All area codes are 603

Bureau of Developmental Services: Area Agencies		
The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 12 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau’s main office at 1-800-852-3345, Ext. 5034 or visit the website at www.dhhs.state.nh.us/DHHS/BDS		
Region	Location	Telephone*
I	Northern Human Services (Conway)	447-3347
II	Developmental Services of Sullivan County (Claremont)	542-8706
III	Lakes Region Community Services Council (Laconia)	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord)	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene)	352-1304 or 800-469-6082
VI	Area Agency of Greater Nashua, Inc.	882-6333
VII	Moore Center Services, Inc. (Manchester)	668-5423
VIII	Community Developmental Services Agency, Inc. (Portsmouth)	436-6111
IX	Behavioral Health & Developmental Services of Strafford County, Inc. (Dover)	749-4015
X	Community Support Services Inc. (Salem)	893-1299
XI	Center of Hope For Developmental Disabilities (Center Conway)	356-6921
XII	United Developmental Services (Lebanon)	448-2077
* All area codes are 603		

Adult Day Programs In New Hampshire

Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (**Telephone: 1-800-852-3345, Ext. 4592**) or visit the website at:

www.dhhs.state.nh.us/DHHS/BHFA

Location	Telephone*
Bedford (Elliot Adult Day Program at the Arb).....	624-9588
Berlin (Alzheimer's Respite Community Center)	752-3336
Brentwood (Rockingham County Nursing Home)	679-5335
Concord (TLC Medical Day Care For Adults)	224-8171
Derry (Vintage Grace).....	425-6339
Hampton (Seaside Elderly Day Out Center)	929-5988
Hanover (Kendal at Hanover Adult Day Care)	643-8900
Hudson (Adult Day Service Program).....	883-0994
Keene (Castle Center for Adult Group Day Care)	352-2253
Laconia (Easter Seals Adult Day Services)	524-0272
Lebanon (Upper Valley Senior Center: Good Company D)	448-4213
Londonderry (Regency Senior Care Center)	434-9773
Manchester (Easter Seal Society of NH)	623-8863
Manchester (Elliot Adult Day Program)	663-2405
Nashua (St. Joseph Adult Day Health Center)	598-2470
Newport (Connecticut Valley Home Care Day Out)	542-7771
No. Conway (Merriman House)	356-5461
North Haverhill (Horse Meadow Senior Center)	787-2539
Peterborough (Monadnock Adult Care Center.)	924-8620
Plymouth (Regional Senior Center Adult Day Care)	448-4897
Portsmouth (Compass Care)	430-8615
Rochester (Homemakers of Strafford County)	335-1770
Salem (Silverthorne Adult Day Care Center)	693-4799
Seabrook (Cousins Adult Day Care)	474-6099
Temple (Maple Hill Community)	878-0717
Wolfeboro (Huggins Hospital-Adult Day Care)	569-7500
Wolfeboro (The Stevens Center)	569-3350

** All area codes are 603.*

Senior Centers

Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs, and opportunities to socialize and make new friends. To find out more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603). You can also call NH ServiceLink at **866-634-9412**.

Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton*	875-7102	Manchester (Prime Time)	663-6333
Atkinson*	362-5531	Meredith*	279-5631
Belmont*	267-9867	Merrimack	424-2100
Berlin*	752-2545	Milton	652-9893
Berlin (Holiday Center)	752-1413	Moultonboro	476-5110
Bradford*	938-2104	Nashua (Senior Activity)*	889-6155
Bristol*	744-8395	New Boston.....	487-2884
Canaan (Mascoma Area)*	523-4333	New London	
Center Ossipee*	539-6851	(Kearsarge Council)*	526-6862
Charlestown	826-5987	Newmarket	659-8581
Claremont	543-5998	Newport	863-3177
Colebrook		North Conway (Gibson)*	356-3231
(Colby Commons)*	237-4957	North Haverhill	
Concord (Centennial)*	228-6630	(Horsemeadow)*	787-2539
Concord (Horseshoe Pond)* ..	228-6956	Orford*	353-9107
Danbury.....	768-3424	Pelham*	635-3800
Derry (Marion-Gerrish)	434-5148	Penacook	753-9700
Dover	742-6916	Pittsfield*	435-8482
Exeter	778-8196	Plaistow (Vic Geary)*	382-5995
Franklin (T.R.I.P.)*	934-4151	Plymouth*	536-1204
Hanover	643-5531	Portsmouth*	431-8677
Henniker (White Birch)	428-7860	Raymond (Ray-Fre)	895-3258
Hudson	594-1155	Rochester*	332-7845
Keene*	352-5037	Salem*	890-2190
Laconia*	524-7689	Seabrook	474-2139
Lebanon (Upper Valley)*	448-4213	Somersworth	692-5169
Lincoln (Linwood)*	745-4705	Suncook*	485-4254
Littleton*	444-6050	Whitefield*	837-2424
Londonderry*	432-7509	Windham	434-2411
Manchester (William B. Cashin Senior Ctr)*	624-6535 or 624-6536	* Senior centers marked with an asterisk are members of the NH Association of Senior Centers.	

Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Administrator:** Douglas P. McNutt
- Central Office:** 129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857
- Toll Free Phone:** 800-351-1888
- TDDY:** 800-735-2964
- Web Site:** www.dhhs.state.nh.us/DHHS/BEAS
- District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

Information on BEAS Services and Programs:
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.
NH ServiceLink Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.

Senior Prescription Drug Discount Program
(For persons age 65 and older): Call 888-580-8902.

Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
Berlin	800-972-6111 603-752-7800	Littleton	800-552-8959 603-444-6786
Claremont	800-982-1001 603-542-9544	Manchester	800-852-7493 603-668-2330
Concord	800-322-9191 603-271-3610	Nashua	800-852-0632 603-883-7726
Conway	800-552-4628 603-447-3841	Portsmouth	800-821-0326 603-433-8318
Keene	800-624-9700 603-357-3510	Rochester	800-862-5300 603-332-9120
Laconia	800-322-2121 603-524-4485	Salem	800-852-7492 603-893-9763

Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Commodity Supplemental Food Program	800-942-4321
Consumer Protection for Public Utilities	800-852-3793
Consumer Protection for Insurance	800-352-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	603-271-8317
Governor’s Citizens Service	800-852-3456
HICEAS (Health Insurance Counseling, Education Assistance)	800-852-3388
Legal Services Advice Line (for Manchester residents only)	888-353-9944 or TTY: 800-634-8989 603-624-6000
Medicaid Information	800-852-3345
Medicare Claims Information	800-447-1142
Medicare Quality of Care	800-772-0151
New Hampshire Help Line	800-852-3388
NH Hospital Association (Living Will Information)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Senior Companion Program	800-856-5525
Social Security Administration	800-772-1213
Veterans Council	800-622-9230 or 603-624-9230

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. **Call 1-800-351-1888, Ext. 8772** for more information.

Kenneth Brooks 49 Technology Drive, Apt. 57 Bedford 03110 647-4240	Hon. André Martel 237 Riverdale Avenue Manchester 03103-7301 622-8411
Violet Constant 28 Portsmouth Street Concord 03301 225-5443	Margaret “Marge” McClellan 112 Jolbert Street Berlin 03570 752-1505
Darwin Farber 12 Meadowood Drive Exeter 03833 772-4341	Robert Montgomery 24 Mountain Road, 3C Goffstown 03045 497-3992
Robert Forsing 12 Green Road Raymond 03077 895-9451	Judith Pilliod 504 Province Road Belmont 03220 524-3047
Timothy Gormley 3 Tonga Drive Bow 03304 228-4704	Susan Presby, Esq. (Chairman) 83 Elm Street Littleton 03561 444-0335
Dr. Owen Houghton 262 Nutting Road Jaffrey 03452 532-6970	Dorothy Solomon Box 993 Albany 03818 447-1199
Hon. Phyllis Katsakiores 1 Bradford Street Derry 03038-4258 434-9587	Donna Woodfin 16 North Spring Street Concord 03301 225-3922
Dr. Mendon MacDonald 3 Greystone Place Laconia 03246 524-2515	

Area Committees on Aging

The Area Committees on Aging (ACOA) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page six of *Aging Issues*.

BELKNAP COUNTY Mary Frost Gilford 524-2974	HILLSBOROUGH COUNTY (Greater Nashua) Kay Noel Nashua 882-5502
CARROLL COUNTY Mary Ellen LaRoche, Acting Chair Chocorua 323-9394	MERRIMACK COUNTY Jacquelyne Jennings, Co-Chair Bow 224-1710
CHESHIRE COUNTY James Beeler Keene 399-4465	ROCKINGHAM COUNTY Bruce A. Montville, Co-Chair Hampton 664-9827 Connie Young, Co-Chair Salem 893-9769
COOS COUNTY Suzanne Kearns, Acting Chair Berlin 752-3010	STRAFFORD COUNTY Darlene Smith Dover 742-7406
GRAFTON COUNTY Wes Gardner Plymouth 536-1144	SULLIVAN COUNTY Bunny Perry, Chair Newport 863-1146
HILLSBOROUGH COUNTY (Greater Manchester) Beverly Arel, Co-Chair Bedford 472-8341 Philip Valley, Co-Chair Manchester 206-2741	NO. COUNTRY SR. ACTION Dona Larsen Berlin 752-1100